

# USING INTERNS AS A SUPPORT TO YOUR COA

Doreen Brothers, MA, LSW, CPT  
Amesbury COA Interim Director

Vanessa Kahrman, MA, LSW  
Amesbury COA Operations Manager

---

---

---

---

---

---

---

# OBJECTIVES

- Understand how to integrate social workers into Council on Aging organizations
- Demonstrate the benefits of macro projects for social work interns and COA's and the impact they have on the community
- Identify how to integrate social work theory into clinical case management at COA's

---

---

---

---

---

---

---

# AND MORE...

- Advantages and challenges
- Time requirements
- Training is key
- Collaborations with colleges
- Types of interns- social work, marketing, business admin.
- Quantity of interns

---

---

---

---

---

---

---

### Field Instructor Roles

- Supervisors – See Terms Handout Page 2
  - Associate social work license not required
  - Bachelors – LSW
  - Master's - LICSW
- Adequate space and facilities
- Direct supervision – 1 hour weekly
- Social Work interns require specific competencies to master during their internship
- Social Work Theories

---

---

---

---

---

---

---

### SUPPORTS TO YOUR COA

- See Terms Handout
  - Handout Page 2
- Make your own
  - Handout Page 4

---

---

---

---

---

---

---

### Intern Pre-post Interviews

This Documentary will cover interns perspectives on placement.

- [https://www.youtube.com/watch?v=mrV\\_KG6VDns&feature=em-share\\_video\\_user](https://www.youtube.com/watch?v=mrV_KG6VDns&feature=em-share_video_user)
- Why did you chose a senior center for your placement?
- What were your expectations coming to this placement?
- What are some of the emotions you are experiencing?  
What do you hope to accomplish or gain from this placement?
- An ideal supervisor would be....?

---

---

---

---

---

---

---

### Advantages

- Ability to serve more seniors more critically
- Programming/grant funding GROWTH
- Easy on the budget
- Learning and growth enjoyed by both intern & supervisor
- Potential candidates to hire
- Strong partnerships with colleges
  - Training opportunities
  - Networking

---

---

---

---

---

---

---

### Challenges

- Planning can be disrupted by the unexpected
- Space? One vs. many
- Time? Invest early for long term benefits
- Supervision is not therapy; where to draw the line
- Saying good-bye

---

---

---

---

---

---

---

### Time Requirements

- Supervision – 1 hour weekly
- College - 1-2 hours before semester
- Training- 1-2 days orientation
  - 1 hour/semester spent scheduling in service training
  - Increase in training = decrease in time spent on intern questions
- Other

---

---

---

---

---

---

---

- Orientation for multiple interns before start date- is it possible?
- Policies and procedures
- Operations
- Outreach and community resources
- Individually based on degree, skill level, personality, situational
- See Training Guide Creator Handout Page 5

[illegible]

- Select date prior to start date
- Policies and Procedures
  - Evacuation/emergency
  - Confidentiality
  - Code of ethics;
    - <http://www.socialworkers.org/pubs/Code/code.asp>
  - Home/office visits; phone consultation
  - Dress code
  - Breaks
  - Self care
  - Building procedures
    - keys, opening/closing

---

---

---

---

---

---

[illegible]

- See Handout  
Page 7

---

---

---

---

---

---

### Orientation Week 1 continued...

- Technical
  - Computer use
  - Voicemail
  - Client software (MSC)
  - Email logon
  - Managing schedule
  - Public data storage (F drive)
- Differences – multiple vs. one intern

---

---

---

---

---

---

---

### Orientation Week 2

- Overview of services and organizations
- Overview of COA activities and resources
- Discuss individual and/or group supervision scheduling
- Complete learning agreement

---

---

---

---

---

---

---

### SUPERVISION

- 1 hour/week individual
- 1 hour/week group beneficial
- Clear boundaries and expectations set
- Connecting theories with practice
- Use your college field supervisor to support you
- Meaningful, rich experience

---

---

---

---

---

---

---

### Social Work Competencies

- Typically Nine Competencies
  - Different at other Schools
- Integrate social work theories into clinical case management at COA's
  - <http://web.augsburg.edu/socialwork/msw/pdfs/cheatsheet.pdf>
- See Handout Page 8

---

---

---


---

---

---


---

#### ECOLOGICAL SYSTEMS THEORY



Ecological Systems Theory: Urie Bronfenbrenner proposed layers of systems that influence a child's Development.

#### SOCIAL-ECOLOGICAL MODEL



The Social-Ecological Model: A Framework for Prevention: Social work theory use many different forms of this ecological system. Usually a more simplified version.

---

---

---

---

---

---

---

### Macro Projects

- Use ecological levels in social work to choose macro project
- List of ideas in advance based on COA needs
- Think about collaborations within community. Where are the gaps?
- Educate intern on options

---

---

---

---

---

---

---

### MACRO PROJECT IDEAS

- Develop/update resource guide (veteran and senior)
- Develop seasonal raking/shoveling program
- Women's support group
- Homeless count
- Develop/implement Veteran 3 Breakfasts
- Awareness projects (LGBT, COA, Addiction)
- Coordinate/implement/facilitate evidence-based programming
- NISC/NCOA Accreditation
- Grantwriting

---

---

---

---

---

---

---

### Collaborations with Colleges

- Who?
  - Local colleges within 50 minutes
  - Get title of contact person at colleges
- When?
  - Start establishing relationship 1 yr ahead
  - Spring intern interviewing for fall semester
- See Handout Page 9

---

---

---

---

---

---

---

### Collaborations with Colleges

- Northern Essex Community College
  - Brian Mackenna Rice [bmackennarice@necc.mass.edu](mailto:bmackennarice@necc.mass.edu)
- Salem State University
  - Susan Goldman [sgoldman@salemstate.edu](mailto:sgoldman@salemstate.edu)
- Simmons College
  - Kim Harriman [kim.harriman@simmons.edu](mailto:kim.harriman@simmons.edu)
- Boston University
  - Online Program Field Education, SSW [sswolpfe@bu.edu](mailto:sswolpfe@bu.edu)
  - SSW field Education Department [sswfed@bu.edu](mailto:sswfed@bu.edu)
- UMASS Lowell
  - Nicole Champagne [nicole\\_champagne@uml.edu](mailto:nicole_champagne@uml.edu)

---

---

---

---

---

---

---

## HANDOUTS

- Social Work Terms - Page 2
- One on One Relationships - Page 3
- Partnerships with Associations - Page 4
- Training Guide Creator - Page 5
- New intern Checklist - Page 7
- Competencies & Theories - Page 8
- College Contacts - Page 9

---

---

---

---

---

---

---

## Terms

- Field supervisor
- Faculty Liason
- Field Liason
- Site supervisor
- Learning Agreement
- Process recording
- Competencies
- Field evaluations
- Field visit
- Theories

---

---

---

---

---

---

---

## Experienced Intern Interview

Return to Documentary on slide 6

- Do you remember how you felt your first week interning?
- How would you summarize your experience? (successes and challenges)
- What's your advice for those thinking about supervising interns?
- What should an intern expect from a supervisor and the placement itself?
- Would you like to share any comments or stories that made an impact on you?

---

---

---

---

---

---

---